



7-22-04

AF 3623
61U.S.P.S. EXPRESS MAIL "POST OFFICE TO ADDRESSEE" SERVICE
DEPOSIT INFORMATION

Express Mail Label No.: EV 325987870 US

Date of Deposit: July 21, 2004

BRINKS
HOFFER
GILSON
& LIONE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Missinhoun, Jean L.

Appln. No.: 09/608,293

Filed: June 30, 2000

For: SYSTEM AND METHOD FOR PROVIDING
A MULTI-CHANNEL CUSTOMER
INTERACTION CENTER

Examiner: Boyce, Andre D.

Art Unit: 3623

Attorney Docket No: 10022/225

RECEIVED
JUL 27 2004
GROUP 3600Mail Stop After Final
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL

Sir:

Attached is/are:

- ☒ Amendment after Final Rejection
☒ Return Receipt Postcard

Fee calculation:

- ☒ No additional fee is required.
☐ Small Entity.
☐ An extension fee in an amount of \$_____ for a _____-month extension of time under 37 C.F.R. § 1.136(a).
☐ A petition or processing fee in an amount of \$_____ under 37 C.F.R. § 1.17(____).
☐ An additional filing fee has been calculated as shown below:

| | | | | | Small Entity | | | Not a Small Entity | |
|---|-------------------------------------|-------|------------------------------------|------------------|--------------|-----------|----|--------------------|-----------|
| | Claims Remaining After Amendment | | Highest No. Previously Paid For | Present Extra | Rate | Add'l Fee | or | Rate | Add'l Fee |
| Total | 19 | Minus | 20 | 0 | x \$9= | | | x \$18= | 0 |
| Indep. | 4 | Minus | 4 | 0 | x 43= | | | x \$86= | 0 |
| First Presentation of Multiple Dep. Claim | | | | | +\$145= | | | +\$290= | 0 |
| | | | | | Total | \$ | | Total | \$0 |

Fee payment:

- ☐ A check in the amount of \$_____ is enclosed.
☐ Please charge Deposit Account No. 23-1925 in the amount of \$_____. A copy of this Transmittal is enclosed for this purpose.
☐ Payment by credit card in the amount of \$_____ (Form PTO-2038 is attached).
☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Respectfully submitted,

Date

John G. Rauch (Reg. No. 37, 218)

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GROUP 3600



Our Case No. 10022/225
Accenture ref. 01095-00/US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Missinhoun, Jean L.)
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Serial No. 09/608,293) Examiner Boyce, Andre D.
)
Filing Date: June 30, 2000) Group Art Unit No. 3623
)
For SYSTEM AND METHOD FOR)
PROVIDING A MULTI-CHANNEL)
CUSTOMER INTERACTION)
CENTER)

AMENDMENT AFTER FINAL REJECTION

Mailstop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated April 21, 2004 having a period for response set to expire July 21, 2004, please amend the application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

Remarks begin on page 10 of this paper.